



शिव कुमार भसीन
मुख्य प्रौद्योगिकी अधिकारी

Shiv Kumar Bhasin
Chief Technology Officer

भारतीय स्टेट बैंक
वैश्विक सूचना प्रौद्योगिकी केंद्र,
सेक्टर -11, सी.बी.डी. बेलापुर,
नवी मुंबई - 400614.

State Bank of India
Global IT Centre
Sector-11 , C.B.D. Belapur,
Navi Mumbai-400614.

15/07/2016

Dear Shri Mehta,

I congratulate & thank you and entire BSNL team from bottom of my heart for completing the massive project of upgradation of MPLS links to 2 Mbps. The project involved expansion of more than 100 MPLS routers to enhance capacity of MPLS Network to accommodate these large number of links spread over throughout the country from Urban to Remote and hilly areas. In about 2 months time, expansion of MPLS routers and provisioning of more than 18,600 links have been completed, thus setting a new benchmark and this would possibly be the largest project of this kind in the entire world. This is largest partnership between two largest PSUs in the world.

The Project has given a great relief to our branches and the time taken to service our customers has greatly reduced, resulting into greater customer satisfaction and enhanced productivity for SBI.

All this could be achieved through your active involvement by daily monitoring (including holidays), expeditiously resolving issues faced by the field officers and holding review meetings with all stake holders frequently. The usage of messaging has fastened the speed of execution and delivering/communicating the decisions to the team. The innovative approach of forming Whatsapp group with members from senior management to field level officers of BSNL, Officers of Dimension Data our SI for this project and SBI Project Officers has contributed significantly. This all has happened under your guidance & deep interest to solve the network issues of nation's largest bank. I am sure these improvements in network will help increase financial inclusion in the country. SBI Chairman, MDs and entire top management convey appreciations and complements to you and your entire team for commendable work.

Once again a Big Thank you from SBI.

With regards,

Yours Sincerely,

(Shiv Kumar Bhasin)

Shri N.K.Mehta,
Director(EB),
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Janpath, New Delhi-110 001.

परिमाणु क्र. (ई.बी.डी-1)/Sr. GM (EB-1), BSNL

सं. क्र./Dy. No.

दिनांक/Date.